

To: Chair Kennelly, Vice Chair Paz
 Members, Immigrant Rights Commission
 Jorge Rivas, Executive Director

From: Chloe Noonan, Policy and Civic Engagement Officer

Re: Quarterly Report - Language Access Complaints

Date: March 20, 2023

As mandated by the Language Access Ordinance, the Office of Civic Engagement and Immigrant Affairs (OCEIA) must provide a quarterly report to the Immigrant Rights Commission regarding language access complaints received by OCEIA.

Reporting Period (November 2022 – March 2023)

OCEIA received one (1) language access complaint since our last report.

Department	Description	Language(s)	Status
Department of Public Health	A community member reported they were not provided adequate language services while attending a medical appointment with their minor child. Telephonic interpretation was arranged by staff, but the service was not effectively utilized while staff engaged with the family.	Spanish	Investigation in progress.

Trends and Analysis
The complaint submitted during this reporting period highlights the importance of internal staff training on Department-specific interpretation protocols and how to work effectively with interpreters when serving members of the public. OCEIA will explore ways to increase support to Departments on this topic through technical assistance tools and/or training.

Previous Report Comparison

Time Frame	Total complaint(s) received
April 2022 – October 2022	8

